

MEM – IME Call Center member safety concern

Purpose:

This procedure explains the process of escalating adverse incidents to management/clinical staff.

Identification of Roles:

Customer Service Representatives (CSR)
Member Service Specialist (MSS)
Unit Lead (UL)
Project Manager (PM)
Operations Manager (OM)
Call Center Supervisor (CCS)
Health Coach (HC)

Path of Business Procedure:

A safety concern will be defined as any situation reported to a CSR or MSS that may adversely affect a member's safety such as:

- Member demonstrating thoughts of harming oneself or others
- Member's in a life threatening situation

Step 1: When a crisis is identified, the CSR/MSS/UL will keep the caller on the phone and warm transfer the call to a health coach/manager to take over the phone call.

Step 2: CSR/MSS shall:

- a. Remain calm while accessing clinical or management assistance
- b. Do Not place the member on hold
- c. Ask the caller for their name, telephone number, address of his/her location, and ID Number
- d. Let the caller know, "I am going to hand the phone over to my manager/registered nurse who can help you"

Step 3: The manager / health coach (RN) will triage the risk level of the caller and determine next steps:

1. High Risk—the clinician will attempt to keep the member on the phone while arranging for necessary services and support (ambulance, police, mobile crisis team, hospital, etc).
2. Low Risk—the clinician will follow the policy and procedure set forth by APS Healthcare. (Attempt will be made to try to get Magellan on the phone to help counsel the member if the member is agreeable to this action)

Forms/Reports:

Contact Log will be started by CSR and identify details of the call and the health coach/supervisor will document on the supervisor tab.

Clinical staff will complete an adverse incident report and send to APS Management for review.